

Texas



Cassie Brown was appointed to serve as Texas insurance commissioner by Governor Greg Abbott in September 2021. She is the chief executive of the Texas Department of Insurance (TDI), overseeing the regulation of the second largest insurance market in the nation and the seventh largest in the world. The agency regulates approximately 2,800 companies and more than 700,000 agents and adjusters.

Brown previously served as commissioner of the Division of Workers' Compensation (DWC), having been appointed to the role by Governor Abbott in 2018 and reappointed in 2019 and 2021. Under her leadership, DWC cut customer service hotline hold times to less than 30 seconds, made it easier for system participants to share documents electronically and more securely, and continued to reduce medical costs and increase the number of injured employees returning to work.

Brown has more than 20 years of public service experience and serves on the Executive Women in Texas Government President's Advisory Committee. She was TDI's deputy commissioner for Regulatory Policy where she led the regulation of the forms, rates, and products sold in the Texas insurance market; oversaw the residual markets; assured the adequacy of insurers' loss control programs; and provided inspections and compliance activities related to the state's windstorm market.

Earlier in her career, Brown served as a key advisor to Governor Rick Perry on policy and budget issues including insurance, health regulatory, and workers' compensation. She also served in the administration of Governor George W. Bush.

Brown received a Bachelor of Arts in political science from St. Edward's University and attended the Governor's Executive Development Program at The University of Texas LBJ School of Public Affairs.

Cassie Brown
Commissioner
Chair, Western Zone

Term of Office:
Two-Year Term; Expires
February 1, 2025
Appointed: September 8, 2021
Reappointed: February 3, 2023

Mailing Address

P.O. Box 12030
Austin, TX 78711-2030
United States

Email Address

mediarelations@tdi.texas.gov

Phone Numbers

Main: (512) 676-6000
Toll-Free Number: (800) 578-4677

Fax Numbers

Main: (512) 490-1045

Office Hours: 8:00 a.m.-5:00 p.m., Monday-Friday

Website: <https://www.tdi.texas.gov/>

Make Checks Payable to: Texas Department of Insurance

Jessica Barta General Counsel	(512) 676-6571
Dan Paschal Chief Deputy Commissioner	(512) 676-6022
Debra Diaz-Lara Deputy Commissioner, Life & Health	(512) 676-6613
Debra Knight State Fire Marshal	(512) 676-6800
Jamie Walker Deputy Commissioner, Financial Regulation	(512) 676-6367
Leah Gillum Deputy Commissioner, Fraud and Enforcement	(512) 676-6357
Mark Worman Deputy Commissioner, Property & Casualty	(512) 676-6671
Melissa Burkhart Deputy Commissioner, Administrative Operations	(512) 676-6609
Randall Evans Deputy Commissioner, Customer Operations	(512) 676-6520

Contact Persons

Administrative Operations

Amy Maddox Chief Financial Officer	(512) 676-6193 amy.maddox@tdi.texas.gov
---------------------------------------	--

Melissa Burkhart Deputy Commissioner, Administrative Operations	(512) 676-6609 melissa.burkhart@tdi.texas.gov
--	--

Agent Testing

Pearson VUE Exam Contractor	(888) 754-7667
--------------------------------	----------------

Annual Statement Copies

Annual Statement Room	(512) 676-6885
-----------------------	----------------

Communications

Jennifer Tisdale Communications Director	(512) 676-6022 jennifer.tisdale@tdi.texas.gov
---	--

Complaints Resolution

General Information, Life, Accident, & Health, Property & Casualty	(800) 252-3439
--	----------------

Vacant Consumer Protection, Director	
---	--

Customer Operations

Randall Evans
Deputy Commissioner, Customer Operations

(512) 676-6520
Randall.Evans@tdi.texas.gov

Deposits (Statutory)

Betty Betts
Compliance Analyst

(512) 676-6376
betty.betts@tdi.texas.gov

Enforcement

Mandy Meesey
Associate Commissioner

(512) 676-6348
Mandy.Meesey@tdi.texas.gov

Leah Gillum
Deputy Commissioner, Fraud and Enforcement

(512) 676-6357
Leah.Gillum@tdi.texas.gov

Financial Regulation Division

Vane Hugo
Supervisory Interventions, Director

(512) 676-6418
vane.hugo@tdi.texas.gov

Jamie Walker
Deputy Commissioner, Financial Regulation

(512) 676-6367
Jamie.Walker@tdi.texas.gov

Amy Garcia
Financial Analysis, Associate Commissioner/Chief Analyst

(512) 676-6446
Amy.Garcia@tdi.texas.gov

Stacie Parker
Examinations, Chief Examiner – Market Conduct

(512) 676-6836
Stacie.Parker@tdi.texas.gov

Shawn Frederick
Examinations, Chief Examiner - Financial

(512) 676-6832
Shawn.Frederick@tdi.texas.gov

Matthew Tarpley
Examinations, Associate Commissioner

(512) 676-6829
Matthew.Tarpley@tdi.texas.gov

General Counsel

Jessica Barta
General Counsel

(512) 676-6571
jessica.barta@tdi.texas.gov

Allison Eberhart
Deputy General Counsel

(512) 676-6544
Allison.Eberhart@tdi.texas.gov

Carole Cearley
Legal, Policy Development Counsel, Director

(512) 676-6583
Carole.Cearley@tdi.texas.gov

Margaret Jonon
Legal, Financial Counsel, Director

(512) 676-6565
Margaret.Jonon@tdi.texas.gov

Government Relations

Dan Paschal
Chief Deputy Commissioner

(512) 676-6022
dan.paschal@tdi.texas.gov

Kenisha Schuster
Associate Commissioner, Government Relations

(512) 676-6958
Kenisha.Schuster@tdi.texas.gov

Human Resources

Cynthia Olivier
Director

(512) 676-6101
Cynthia.Olivier@tdi.texas.gov

Information Technology Services (Data Processing)

Amy Lugo
Director

(512) 676-6031
Amy.Lugo@tdi.texas.gov

Insurance Fraud

Chris Davis
Associate Commissioner

(512) 676-6295
Christopher.Davis@tdi.texas.gov

InsurTech

Rachel Cloyd
Litigation Director

512-676-6349
rachel.cloyd@tdi.texas.gov

Life & Health Division

Debra Diaz-Lara
Deputy Commissioner, Life & Health

(512) 676-6613
Debra.Diaz-Lara@tdi.texas.gov

Rachel Bowden
Regulatory Initiatives Office, Director

(512) 676-6616
Rachel.Bowden@tdi.texas.gov

Mindy Carroll
Business Intelligence Office, Director

(512) 676-6643
Mindy.Carroll@tdi.texas.gov

Vacant
Managed Care Quality Assurance Office, Director

NAIC Liaison

Dan Paschal
Chief Deputy Commissioner

(512) 676-6022
dan.paschal@tdi.texas.gov

Premium Tax (Collected by the Comptroller's Office)

Karen Snyder
Comptroller of Public Accounts

(512) 463-4074

Property & Casualty Division

Vacant
Chief Actuary/Director, P&C Division

Marianne Baker
Property & Casualty Lines, Director

(512) 676-6714
Marianne.Baker@tdi.texas.gov

Mark Worman
Deputy Commissioner, Property & Casualty

(512) 676-6671
Mark.Worman@tdi.texas.gov

SERFF

Vacant
SERFF Project Manager

State Fire Marshal

Debra Knight
State Fire Marshal

(512) 676-6800
Fire.Marshall@tdi.texas.gov

